

# National Cemetery Administration

## *Snapshot*

The National Cemetery Administration (NCA) honors Veterans, members of the Armed Forces, and their eligible family members with final resting places in national shrines and with lasting tributes that commemorate military service and sacrifice to our Nation. The office of the Under Secretary for Memorial Affairs (USMA) is responsible for the leadership and direction of NCA. The USMA is assisted by a Principal Deputy USMA and a Chief of Staff.

*Some of the major program offices of NCA are listed below. Please refer to the NCA website to learn more:*  
<http://www.cem.va.gov>

**Field Programs:** Managed by a Deputy Under Secretary for Field Programs (DUSFP) who is assisted by a Director of Field Programs and Memorial Service Network Coordinators. The DUSFP supervises five Memorial Service Network Directors and cemetery directors across 131 national cemeteries. The following program offices fall under the office of field programs:

- **National Cemetery Scheduling Office** - call center for all requests for VA national cemetery burial and eligibility.
- **Memorial Programs Service** - memorialization benefit requests (headstones, flat markers, medallions), Presidential Memorial Certificate program, First Notice of Death.
- **Integrated Operations Center**
- **Cemetery Development and Improvement Service**

**Finance and Planning:** Managed by a Deputy Under Secretary for Finance and Planning and is NCA's Chief Financial Officer. The following program offices fall under the office of finance and planning:

- **Budget Service**
- **Finance Service**
- **Business Process Improvement Service** - cemetery organization assessment and improvement program, gravesite assessment, inscription accuracy.
- **Legislative and Regulatory Service** - liaison with Office of Congressional and Legislative Affairs and Office of the General Counsel
- **Policy and Planning Service** - strategic planning, statistics

**Management:** Led by the Deputy Under Secretary for Management and covers the following program offices:

- **Management and Communications Service** - public affairs and outreach
- **Design and Construction Service** - master planning, space planning, construction specifications, design criteria, interment area layout
- **Contracting Service**
- **Information Technology, Business Requirements, and Administration Service**

**Veterans Cemetery Grants Program:** Managed by a Director that works with State and Tribal grant applicants to establish, expand, improve, or operate and maintain veterans' cemeteries.

### **NCA FY 2014 Highlights:**

- 125,188 burials in 131 VA national cemeteries
- 365,582 headstone and marker applications processed
- 618,750 Presidential Memorial Certificates provided
- \$51.9 million in grants
- 93 state or tribal VA-funded Veterans cemeteries conducted 32,000 burials

